

Mayor Adrian M. Fenty's 2010 Summer Youth Employment Program

SYEP 2010 Supervisor Handbook

**District of Columbia Department of Employment Services
Summer Youth Employment Program**

June 2010

Dear 2010 Summer Youth Employment Program Supervisor:

Welcome to Mayor Adrian M. Fenty's 2010 Summer Youth Employment Program. The District of Columbia Department of Employment Services (DOES) is excited to partner with you to provide a meaningful work experience for District youth this summer.

As a supervisor, you are in a unique position to provide guidance and training for youth in our community. Your participation will enable young people the opportunity to develop positive work habits, attitudes and the valuable job skills necessary to enter the workforce prepared and qualified to be productive employees.

The enclosed manual was prepared to help guide you through the process of employing District youth. In this manual you will find important information related to payroll, the role of partners and staff, working with youth and the necessary paperwork required by DOES.

I look forward to working with you throughout the summer and hope this experience will be rewarding for both your organization and the youth participants.

On behalf of the 21,000 District youth who will be working this summer, thank you for working with the Department of Employment Services to provide them with a quality work experience.

Sincerely,

**Joseph P. Walsh, Jr.
Director
Government of the District of Columbia
Department of Employment Services**

GENERAL INFORMATION

The Department of Employment Services (DOES) Summer Youth Employment Program (SYEP) is designed to provide eligible youth invaluable work experiences that can help prepare them for the 21st Century workforce. District residents, ages 14-21, who are permitted to work in the United States, are eligible to participate in the program.

The goal of SYEP is to provide District youth with meaningful professional experiences and basic work skills that can introduce them to proper work ethic and increase their employment opportunities. It is designed to ensure that youth have:

- A structured and well-supervised work experience
- Opportunities to explore vocational interests
- Opportunities to develop useful work habits and marketable skills
- Opportunities to learn the value of earning money through gainful employment; and
- Opportunities for educational enrichment

This year's program begins June 28, 2010 and all programming must end by August 17, 2010.

THE SYEP TEAM

DOES has a team in place to assist you throughout the program. This team consists of:

- Program Liaison
 - An SYEP employee who serves each sector (e.g.: private sector, Community-Based Organization) as the primary contact for the Employer/Host Coordinator.
- SYEP Monitor
 - An SYEP employee assigned to worksites to monitor the environment, advocate for youth and support supervisors with any issues they are experiencing.

Contact information for these SYEP team members can be found at the SYEP website
www.summerjobs.dc.gov

For communication on a daily basis, supervisors and payroll coordinators should contact their Employer/Host Coordinator who should then work directly with the Program Liaison to resolve any issues they are experiencing.

Responsibilities of the SYEP Program Liaisons:

A Program Liaison will be assigned to each of the sectors participating in the 2010 SYEP. Program Liaisons will be responsible for:

- Providing support and guidance to Employer Coordinators.
- Communicating pertinent information on the program to Employer Coordinators. This information will then be passed from the Employer Coordinator to the Work Site Supervisor.
- Facilitating the process of transferring youth both within a program and into another program.

Responsibilities of SYEP Monitors:

The SYEP Monitor is responsible for the following:

- Monitoring the site to ensure youth are receiving a quality work experience and that supervisors are receiving adequate assistance and resources from DOES.
- Tracking the submission of necessary paperwork and following-up with Worksite Supervisors when documents have not been submitted as requested.
- Collecting and tracking completed work readiness assessments.
- Collecting timesheets from worksites at the end of the program.

RESPONSIBILITIES OF EMPLOYER/HOST STAFF

Each worksite will have an entire team working to make sure that the experience is positive for both employers and youth.

Your team consists of:

- Employer/Host Coordinator
 - The Coordinator of all worksites for the entire organization
- Payroll Coordinators
 - Persons identified to do payroll only for each worksite
- Worksite Supervisors
 - Persons identified to work directly with youth at the worksite

Employer/Host Coordinators are responsible for:

- Communicating problems or questions regarding the program to the Program Liaison.
- Ensuring Worksite Supervisors are collecting documentation as requested below and for all documents other than the work readiness assessments, provide originals to the Program Liaison.
- Serve as primary point of contact between the worksite and DOES.

Payroll Coordinators are responsible for:

- Capturing youth time and attendance daily using timesheets provided by DOES.
- Ensuring youth sign their timesheets weekly.
- Entering time on behalf of youth every Friday by 5:00PM.
- Maintaining copies of all timesheets and providing these copies to the SYEP Monitor at the conclusion of the program.

NOTE: If you do not have a payroll coordinator the Employer/Host Coordinator is responsible for these tasks.

Responsibilities of Worksite Supervisors:

DAY 1

- Providing all assigned youth workers with a first-day orientation experience at their worksite.
- Verifying each SYEP youth worker on the first day by checking his/her identification (i.e., DC One Card, school ID, etc) or their official job assignment letter.
- Confirming SYEP youth receive the DOES provided debit card within the first week of the program or have established direct deposit connected to youth checking account.
- Ensure all youth complete the work readiness assessment. These assessments will be provided to you during the DOES supervisor orientation. If you need additional forms, please make this request through your Employer Coordinator who will then secure forms from the Program Sector Liaison. Once completed, SYEP Monitors will collect the assessments from you directly. You will also be required to administer a post assessment at the completion of your program.

Ongoing Responsibilities

- Ensure all youth at site are properly supervised at all times.
- Ensuring youth worker's time and attendance procedures are followed, and that the time is entered into the online system and approved on a weekly basis on the dates provided by the program.
- Providing the appropriate supervision and training to youth participants.
- Keeping your Employer Coordinator informed of all issues and following up on their resolution.
- Maintaining a copy of the Work Site Agreement, job description, and any submitted incident reports.
- Maintaining a copy of all youth timesheets and verifying actual hours worked by youth in the event of a payment dispute.
- Administer post work readiness assessments for each youth. Once completed, SYEP Monitors will collect the assessments from you directly.

THE FIRST DAY OF SUMMER YOUTH WORK

The first day that youth report to the worksite will set the tone for the entire summer. Below are items that should be done on day one:

- ✓ Check youth in using the roster provided to you by DOES.
- ✓ Ask to see some sort of identification or their job assignment letter or email.
- ✓ Have youth sign in on the time/roster sheet.
- ✓ Conduct a work-site Orientation.

The Orientation should include the following:

- Youth required hours of work.
 - Regulations of the worksite, as they apply to the youth worker
 - Time and length of breaks (see lunch break policy)
 - Addresses of meal sites near the job site
 - At least 2 emergency contact people to notify when the youth worker will be late or absent
 - Safety procedures and steps to take in case of accidents including person(s) to whom accidents are to be reported
 - Appropriate attire for the work place, especially on sites requiring safety gear
 - A clear explanation of the youth worker's responsibilities and duties including the criteria by which the his/her work performance will be evaluated
 - Grievance procedures
 - Administer the pre work readiness assessment.
- ✓ At the end of the day, youth must sign out on the time/roster sheet

NOTE: Youth must sign in and out daily and provide their signature on the timesheet at the end of the week.

WHAT TO DO IF YOUTH ARRIVE AT YOUR SITE WHO ARE NOT ON YOUR ROSTER

Some youth may go to your worksite even though they are not assigned there this summer. This could include youth that never registered, were ineligible, mistakenly reported to a previous years' site or are just confused about their job assignment. If that should happen please do the following:

- During the first week of the program (June 28 - July 2) IF YOUTH ARRIVE AT YOUR SITE AND ARE NOT ON YOUR ROSTER please have them report that day to:

**SYEP Problem Resolution Center
Gallaudet University Field house Gymnasium
800 Florida Avenue, NE 20002
June 28 – July 2
8:30 am – 5:00 pm**

- DOES will have staff onsite at the Problem Resolution Center at Gallaudet University to assist youth who received an incorrect assignment or those who are not certain as to where they should report.
- For all questions about assignments or youth reporting to an incorrect location after July 2nd, please have the youth call the SYEP office by dialing 311. A customer service representative will give you and the youth further instructions.

NOTE: Allowing a youth to continue working at your worksite that is not on your roster and not approved by DOES will result in your organization being responsible for paying the youth directly.

TIME AND ATTENDANCE

All participants in the 2010 Summer Youth Employment program will be paid a minimum wage of \$7.25/hour. Participants will only be compensated for time worked up to the maximum number of hours they are permitted by the program to work.

Maximum Hours

- 14- 15 year olds will be compensated for up to 20 hours per week.
- 16-21 year olds will be compensated for up to 30 hours per week.

Overview of Time and Attendance Process

All youth time will be entered on weekly timesheets provided by SYEP. That time will then be entered each week by worksite supervisors or payroll coordinators into the SYEP On-Line Payroll System (also known as “eTime”) which connected to the ADP.

Weekly Timesheets

All youth time will be recorded daily on a paper timesheet/roster which must be printed from the SYEP Website (summerjobs.dc.gov)

- ✓ **Supervisors are responsible for ensuring recording time in and time out for each youth daily.**
- ✓ **Youth will sign the weekly timesheets before they are entered into the on-line eTime system to confirm accuracy.**
- ✓ **All timesheets will be retained in a secure central location by the supervisor as a record to resolve any pay disputes with your youth.**

Supervisors are required to print a pre-populated timesheet/roster for each week. This timesheet will be available weekly through www.summerjobs.dc.gov. Youth will always record time on the printed timesheet/roster at the beginning and end of their shift. Youth that are on your roster but do not show up at your site should be recorded as NS (no-show) and record 0 daily hours.

NOTE: Youth will not enter time electronically.

Recording Time

At the end of each week, the supervisor should calculate the weekly total for each participant. That total should be recorded in the appropriate box on the timesheet and each participant will sign the sheet to verify accuracy.

- ✓ **After Supervisors complete the timesheets, the Payroll Coordinator or supervisor must enter those hours into the eTime system.**
- ✓ The payroll coordinator and Employer/Host Coordinator will receive a link and login information for the eTime system by email.
- ✓ After entering the time for all the participants, the Payroll Coordinator will approve the electronic time for payroll processing.
- ✓ **All time must be entered by COB on Friday of each week.**
- ✓ **The paper timesheets should be kept in a secure central location as a record in the case of future disputes over pay and hours worked.**

How do Supervisors log into SYEP eTime?

All supervisors and payroll coordinators will receive an email with a link to the SYEP eTime on-line payroll system and log-in instructions so that you can enter the weekly time information for the youth you supervise.

Debit Cards/Direct Deposit

All youth will be paid via a Debit Card issued through the payroll vendor, ADP. This card will be mailed directly to the youth. Please remind your youth to open this letter and activate their Debit Cards.

All youth will receive an earning statement for each pay period in the mail.

NOTE: Youth over the age of 18 have the option to use direct deposit into their own existing or new created bank account. Even if the youth opts to use the direct deposit option they will receive a debit card in case they have a pay dispute. Please remind your over 18 youth to retain this card for the duration of the summer.

If your youth has an issue with their Debit Card please direct them to call ADP directly at 1-877-237-4321.

2010 Payroll Calendar

Pay Period	Pay Date	Time Entry Due By
June 28, 2010 - July 10, 2010	Wednesday, July 21	July 10, 2010
July 11, 2010 - July 24, 2010	Wednesday, August 4	July 24, 2010
July 25, 2010 - August 7, 2010	Wednesday, August 18	August 7, 2010
August 8, 2010 - August 17, 2010	Wednesday, September 1	August 17, 2010

NOTE: All time should be entered into eTime on a weekly basis.

Payroll Problem Resolution

Although the worksite is expected to complete timesheets for each week, payroll is run every two weeks (please see the table below for full pay schedule). Time must be approved by the close of business on the Friday of a payroll week.

In the event that a participant is paid incorrectly or does not receive their pay on the proper day, they should report that issue to the worksite supervisor. If needed, youth may call SYEP by dialing 311 to report the issue.

Supervisors must report payroll issues by visiting www.summerjobs.dc.gov (or calling SYEP by dialing 311 if you don't have computer access). The online pay resolution SYEP website can be used to report instances in which a youth has not received timely pay or believe they were paid for less than the total hours they worked. There will be an icon for payroll resolution in order for this information to be provided.

Supervisors should attempt to enter as much accurate information as possible to make the resolution process run smoothly and quickly. You should seek to enter information into as many fields as possible so that the youth is correctly indentified by SYEP staff and their problem is dealt with accordingly.

Supervisors will be contacted to verify (using your paper record) how many hours a participant has worked if they have reported a pay issue. You should always be prepared to reference the paper timesheets from each week.

While you can log roster issues at www.summerjobs.dc.gov, you may run into other payroll related problems. Please attempt to use the SYEP website first and then, if you cannot report your problem in a satisfactory manner, contact your Employer/Host Coordinator so that they may work with your Program Liaison to resolve the issue. Time and attendance issues, including any questions regarding eTime should be reported to the Program Liaison just like other program issues that arise during the summer.

Roster Changes

During the course of the program, your roster of youth may change. For example, you might have a youth transfer away from your site or transfer to your site from another location. In the event that changes need to be made to your roster, Worksite Supervisors should report this change to the Employer/Host Coordinator. The Employer/Host Coordinator must go to www.summerjobs.dc.gov and select the icon for Roster Changes. These roster changes may only take place once the transfer process (outlined below) is complete. If you are attempting to transfer a youth from one program to another, this must be done using the transfer process and cannot simply be logged in as a roster change.

PROGRAM POLICIES AND PROCEDURES

When working with youth in a new environment, problems sometimes arise. The goal of SYEP is to introduce youth to various work environments and provide supervisors with the resources necessary to train youth to become productive and helpful employees. When problems arise that necessitate DOES involvement, please work with your Program Liaison. Below are some issues that may arise on the worksite and general procedures that can be followed when it occurs:

Participant Absenteeism

As a worksite supervisor, it is important that you are knowledgeable of the following procedures as they relate to the youth worker's attendance and that you reaffirm these procedures with your youth worker.

The youth worker is required to give advance notice of his/her intent to be absent from work, regardless of the reason. If this cannot be done in person, the participant should telephone the worksite supervisor as soon as she/he knows that she/he will be unable to report to work that day.

If the absence continues beyond one day, the participant is to notify the worksite supervisor each day that she/he will be absent. The worksite supervisor should ensure that the participant has the phone number and name of two persons to whom the absence can be reported.

The supervisor must notify their Employer/Host Coordinator who will then notify the Program Liaison about the youth worker's absenteeism when:

- The participant is absent more than three consecutive days, without communicating with the supervisor that they will be out.
- The worksite supervisor determines that the youth worker has been absent too frequently or is establishing a pattern of absenteeism. Youth may be terminated for missing three (3) consecutive workdays without notification of supervisor.

Participants will not be paid for any absences. If you would like to schedule youth for makeup hours, you must get approval from your Employer/Host Coordinator before scheduling them.

Transfers

All requests to transfer a youth worker from his/her worksite must first be communicated to your Employer/Host Coordinator. The Employer/Host Coordinator will then communicate this request to the Program Liaison. You will be required to fill out a Transfer Request Form (see below) stating the reason for transfer from the worksite. Your Program

Liaison is available to answer any questions/concerns relating to the transfer of your youth worker. **Do not dismiss youth or send them to another program or site until the transfer process is complete.**

The SYEP staff will not transfer participants unless one of the following circumstances apply:

- Safety issue (youth must provide a police report when applicable)
- Health concerns (youth must provide a written doctor's statement supporting their transfer request)
- Site closure
- Other approved extenuating circumstances

Worksite Transfer Procedure

Youth who meet one of the circumstances listed above for transfer should be directed by their supervisor to follow the following procedure to be transferred to a new worksite:

1. Participants should notify current supervisor of desire to request transfer and the reason for requesting the transfer.
2. The Worksite Supervisor should notify the Employer/Host Coordinator of the requested transfer.
3. Employer/Host Coordinator should notify their SYEP Program Liaison.
4. Program Liaison and SYEP Monitor will review all documentation.
5. If a transfer is granted, the Program Liaison or his designee will indicate a transfer in the system and direct the participant to his/her new worksite. A DOES Representative will contact the new worksite to inform them of the new youth's arrival date.
6. If a transfer is not granted, the youth will be redirected to his/her original worksite by the SYEP staff with an explanation statement for rejection of transfer request.

Terminations

Youth workers may face termination from the worksite for any of the following reasons:

- **Drugs**—the possession, sale, or use of illegal drugs or alcohol while on the job.
- **Excessive Absenteeism**—Failure to report to work on three consecutive work days without prior approval.
- **Disruptive Behavior**—Fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers.
- **Theft**—stealing property from the worksite, employees, or other youth workers.

- **Falsifying Documents**—Falsifying his/her time records or those of other youth employees; signing another youth worker's time record; attempting to pick-up or use another youth worker's debit card or personal identification number (PIN).
- **Insubordination**—Refusal to adhere to the program's or the worksite's rules and regulations.
- **Harassment**—Verbal, sexual, or physical— these could lead to legal action.

Termination Procedure

Worksite Supervisors may request that a youth worker be terminated from his/her worksite; however they must ensure that all incidents leading to termination are documented and have been submitted to the SYEP staff. Worksite Supervisors must follow the process to ensure that there has been no wrongful termination of a youth:

1. Worksite Supervisor must report termination request to the Employer /Host Coordinator.
2. The Employer/Host Coordinator must review the request with all supporting documents, including documentation of youth being previously warned where applicable.
3. If the Employer/Host Coordinator feels termination is appropriate, they must make an official request to the Program Liaison by filling out a Termination Request Form (see below). Please also submit an Official Incident Report with all supporting documents if applicable. A copy of the Incident Report form can be found at the end of this handbook.
4. The SYEP staff will review request and report back to the site supervisor within 24 hours of a decision of termination.
5. The SYEP staff will send out an Official Termination Letter to the youth worker.

In the event of a termination for violent or illegal behavior, the youth should be dismissed from the site pending an official dismissal from the Office of Youth Program.

Worksite Supervisors who have requested a termination for a youth worker should make certain that they have completed the entire termination procedure.

If a SYEP participant believes they have been wrongfully terminated from a worksite, the youth worker may contact the SYEP office at 311 to schedule an appointment with a representative.

Reporting Accidents

If an accident should occur on or near the worksite, you must follow the procedures listed below:

1. Call 911 for medical emergencies
2. Notify the youth worker's parent or guardian
3. Call the DOES SYEP office by calling 311 (report the call as an emergency so that your call can be expedited)
4. Fill out an incident report and forward a copy to the Program Liaison

DO NOT SEND AN INJURED YOUTH WORKER HOME WITHOUT MEDICAL ATTENTION.
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Grievance Procedure Policy

Participants in the Summer Youth Employment Program are protected from any kind of discrimination on the job.

The program provides a process by which the complaints or grievances of youth workers may be impartially aired and addressed. Summer Youth Employment Program participants are protected by the D.C. Human Rights Act of 1977. Youth workers who believe that their Equal Employment Opportunity (EEO) rights have been violated or that they have been unfairly treated should be advised to follow the procedures outlined below:

1. Discuss the issue with the Worksite Supervisor or Employer/Host Coordinator.
2. If the issue is not resolved or if the issue involves the supervisor contact the DOES SYEP directly by dialing 311.
3. The Program Liaison and SYEP Monitor will work to resolve the grievance. If the grievance is not resolved proceed to the next step
4. Because the grievance has not been resolved the youth participant will be given the opportunity to request an informal hearing with the Department of Employment Services' EEO Officer.

Sexual Harassment Policy

Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment.

Participants in the Summer Youth Employment Program are advised to be assertive and let people know when their behavior makes them uncomfortable.

If a SYEP Participant believes that he/she has been sexually harassed, the following steps must be taken to rectify the situation:

1. Instruct the Youth Participant to immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.
2. The Participant Service Specialist will be dispatched to complete a preliminary report and assist in the transfer of the youth participant to a new worksite.
3. The SYEP staff will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
5. If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the agency shall refer it to the Office of Human Rights (OHR).

Lunch Break Policy

Youth workers are allowed to take one 30-minute break or lunch period. It is the responsibility of the work site supervisor to implement a break and/or lunch policies for their respective sites. This policy should be communicated to all youth workers during their orientation session on the first day of work. Youth will be paid while they are on lunch break.

For example, a 14 year old will work from 1:00PM until 5:00PM and paid for a full 4 hours.

Weather Policy

The worksite supervisor will be required to monitor the weather reports from qualified sources (e.g. newspaper, radio station, and television news or weather service). When outdoor temperatures are reported to be 95 degrees Fahrenheit or higher, the supervisor is required to make special allowances for SYEP participants working outdoors. Any time the temperature reaches 95 degrees Fahrenheit or higher, youth will be allotted ten (10) minutes per work hour for a rest period. The rest site must be shaded with adequate water supply. The participant will be compensated for this time. It should not be represented/reflected in the time keeping system. In the event that the District is experiencing a Code Red day as determined by the appropriate authorities, outdoor work and activities must be cancelled. If there are not suitable indoor work activities, youth must be dismissed from the worksite and will be compensated for the day. Youth are required to report to work to check-in so that they can be compensated for the day. If the youth does not report to work on a Code Red day and activities are subsequently cancelled due to weather, that youth will not be compensated.

CHILD LABOR LAWS

All worksites must comply with the applicable Department of Labor Child Labor Laws. For more information regarding the Child Labor Laws, please visit <http://www.youthrules.dol.gov/index.htm>.

The DOL regulations on child labor laws include the following:

Youth, ages 14 – 15, **cannot** operate in the following job types/areas:

- Communications or public utilities jobs;
- Construction or repair jobs;
- Driving a motor vehicle or helping a driver;
- Manufacturing and mining occupations;
- Power-driven machinery or hoisting apparatus other than typical office machines;
- Processing occupations;
- Public messenger jobs;
- Transporting of persons or property;
- Workrooms where products are manufactured, mined or processed, or
- Warehousing and storage

Youth, ages 16 – 17, generally **may not** work in any of the following hazardous occupations:

- Manufacturing and storing of explosives;
- Driving a motor vehicle and being an outside helper on a motor vehicle;
- Coal mining;
- Logging and sawmilling;
- Power-driven woodworking machines;
- Exposure to radioactive substances;
- Power-driven hoisting apparatus;
- Power-driven metal-forming, punching, and shearing machines;
- Mining, other than coal mining;
- Meat packing or processing (including the use of power-driven meat slicing machines);
- Power-driven bakery machines;
- Power-driven paper-product machines;
- Manufacturing brick, tile, and related products;
- Power-driven circular saws, band saws, and guillotine shears;
- Wrecking, demolition, and ship breaking operations;
- Roofing operations and all work on or about a roof, or
- Excavation operations

Youth ages 18 years or older are no longer affected by the Child Labor Laws. Please contact your Program Liaison if you are in doubt or have questions.

2010 SUMMER YOUTH EMPLOYMENT PROGRAM

TERMINATION REQUEST FORM

Enrollee Name: _____ SSN (last four digits): XXX – XX – ____ ____
Date: _____ Host Agency: _____
Worksite Name: _____ Worksite Supervisor Name: _____
Enrollee's Position: _____

Please check the box indicating the reason for the termination.

- ☐ Criminal offense which occurs on the worksite
- ☐ Falsification of documents (ex: signing in and out for someone else)
- ☐ Insubordination (disobeying a supervisor)
- ☐ Disruptive behavior
- ☐ Excessive absences
- ☐ Illegal drug use
- ☐ Harassment (sexual, verbal, or physical)
- ☐ Other

Please provide a detailed explanation supporting the termination request.

DO NOT WRITE BELOW THIS LINE

Termination request has been

☐ *APPROVED* ☐ *DENIED*

Staff Signature _____ *Date* _____